



Stakeholder Grievance Process Summary

Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) understands that stakeholders may wish to lodge a complaint about the services provided by an employee or associate or allege a breach of undertakings.

The types of complaints we will consider include, but are not limited to:

- A breach of the engagement practitioners Code of Conduct as defined by the Engagement Institute of Australia.
- A breach of the Advance Consulting and Services Pty Ltd Consulting Code of Ethics.
- The willful and serious breach of a term in an enforceable contract.
- Behaviors that are inconsistent with the company’s Statement of Principles.

Lodging a complaint about Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) is free and can be lodged by email with the details of the complaint sent to admin@361degrees.com.au

The Complaints investigation and resolution process and target resolution timeframes are summarised below.

Target Resolution	Phase
3 business days	Assess the complaint
	Seek resolution where appropriate
	Select the appropriate investigative approach
14 business days	Plan the investigation
	Ensure proper powers and authority
	Obtain evidence
	Reconsider resolution
	Prepare report and recommendations
Maximum 3 months	Decide on the complaint and action to be taken
	Inform the parties

The Directors of Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) are the Complaint Handling Officers for the company.

Where the complaint relates to a Director, the Director that is the subject of the complaint will not participate in any investigation other than providing a response to the allegation during the investigation.

The company may choose to engage an independent third party to investigate the complaint where it involves a Director, or the Board determines the complaint warrants independent investigation.

Upon completion of an investigation, the complainant (and, if applicable, the person who is the subject of the complaint) will be given:

- Adequate reasons for any decision made;
- Any changes or action that have resulted from the complaint;
- A remedy, where appropriate; and
- Information on where to seek independent external review (such as professional associations with independent Codes of Conduct).

Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) requires all employees and associates to maintain a relevant external membership of a professional industry association with an appropriate code of conduct that will allow for their performance to be independently scrutinised.

Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) requires all employees and associates to maintain a relevant external membership of an industry association with an appropriate code of conduct that will allow for their performance to be independently scrutinised.

Most complainants and those subject to a complaint act responsibly. However, some individuals can be difficult to satisfy and occasionally, the conduct of some complainants can be challenging because of:

- Unreasonable persistence
- Unreasonable demands
- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviour

In these circumstances, special measures to manage this conduct may be implemented.

Fair consideration will be given to the complaint while ensuring that there is not undue use of resources to investigate and resolve the complaint.

The subject of the complaint may also show unreasonable conduct and special measures may also be implemented to manage their conduct while ensuring they are also treated fairly.